



MEDICAID ASSISTANT AREA SUPERVISOR

Characteristics of Work

Under administrative directions, plans, organizes, coordinates and supervises the professional and clerical staff in the Medicaid regional office. The incumbent executes policies and procedures for the administration of the Division of Medicaid, Eligibility Program. Work is performed under the direct supervision of the Medicaid Area Supervisor and is reviewed through conferences with the Medicaid Area Supervisor as well as through other established administrative controls. Limited supervision is received from an Area Supervisor.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Assumes all administrative duties in the absence of the Medicaid Area Supervisor or at the request of the Medicaid Area Supervisor.

Directs and interprets current policies, procedures and program objectives to staff.

Trains regional office staff in policy and procedures. Also, develops materials for in-service training and participates in staff development.

Conducts regular, planned conferences with Medicaid Area Supervisor to review the goals and objectives of the regional office.

Conducts regular, planned staff meetings with supervised personnel for the purpose of providing in-service training and staff development.

Assigns, reviews, evaluates and interprets the work of subordinate employees.

Evaluates the performance of Medicaid Specialist positions on a regular basis. Assists Area Supervisor in revising job standards and elements for all regional office personnel when necessary.

Makes supervisor visits to Division of Medicaid out-stationed sites and provides out-stationed staff with policy clearances when necessary.

Trains regional office staff on DOM computer system and also in-house LAN system. Requests technical assistance from staff office staff and fiscal agent staff when necessary.

Coordinates work with Medicaid Area Supervisor in conjunction with state and federal agencies as required to ensure program compliance with applicable laws and regulations.

Assists Area Supervisor in scheduling, conducting and ruling on final outcome of requested hearings and appeals on a regional level.

Interviews applicants for employment along with Medicaid Area Supervisor and Branch Manager. Investigates and makes recommendations concerning their qualifications.

Oversees the in-house operation of the Local Area Network and notifies the Systems Information Division when problems occur.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. These essential functions include, but are not limited to, the following:

1. Provides technical assistance to regional offices such as reviewing cases, conducting staff meetings and providing support to fiscal agent concerning on-line systems.
2. Interacts with State Office on behalf of regional offices.
3. Assists and acts as a replacement for the Regional Office Supervisor.
4. Monitors regional office activity and supports personnel activities of regional office including interviewing, updating performance standards and reviewing and preparing performance appraisal worksheets.
5. Performs public relations duties including providing assistance to elected officials, nursing home personnel and fiscal agents and providing replies to inquiries from outside agencies.
6. Supervises regional office staff to ensure compliance with federal and state guidelines.

Minimum Requirements

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at more than 20 inches but less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Field of Vision: Area that can be seen up and down or to right or left while eyes are fixed on a given point.

Accommodation: Ability to adjust focus.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to walk. The incumbent is frequently required to stand; sit; climb and balance; use hands to finger, handle or feel objects, tools, or controls. The incumbent is frequently required to reach with hands and arms; and stoop, kneel, or crouch.

Speaking/Hearing: Ability to give and receive detailed information through speaking and listening skills.

Experience/Educational Requirements:

Education:

A Master's Degree from an accredited four-year college or university and one (1) year of experience with a social service agency;

OR

Education:

A Bachelor's Degree from an accredited four-year college or university and two (2) years of experience with a social service agency.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.